

Position Title: Academic Administration Officer	Business Unit: Student Operations
Reports To: Academic Administration Manager	Direct Reports: No
Employment Type: Full Time	Classification: General Staff Level 5 – Education Services (Post Secondary Education) Award 2020
Budget responsible for: N/A	Location: Wellington Street Campus
<b>Purpose of the Role</b>	
<p>The Academic Administration Officer is responsible for delivering high-quality academic administrative services that support students and staff across key areas such as academic records, results and progression, course credit processing, curriculum management, timetabling, examinations, conferrals, and graduation administration for all students (vocational and higher education, international and domestic).</p> <p>The Academic Administration Officer will thrive in a dynamic environment, ensuring accuracy and efficiency in every student intake and contributing to a seamless academic experience. They will work collaboratively with academic and administrative colleagues to maintain consistency and service excellence in academic administration.</p> <p>Day-to-day responsibilities include managing tasks within a busy academic cycle anchored on the delivery of three trimesters per year, monitoring deadlines, and providing timely support to students and staff. They will embody Collarts values of authenticity and inclusion and represent the Collarts brand through professional and effective communication.</p> <p>Proactive and solutions-focused, the Academic Administration Officer will look for opportunities to improve processes and enhance efficiency. They will take pride in delivering accurate, streamlined administrative support that reduces effort and maximizes impact across the College.</p> <p>This position is based at the Wellington Street campus in Collingwood with a requirement to be present and visible at the other campuses on occasion. The role will also have flexibility to work from home on an agreed schedule and may be required to travel interstate on occasion.</p>	
<b>Strategic Goals the role contributes to the success of achieving</b>	
<p><b>We will launch Collarts Online</b>, a new offering of selected programs to an online audience. We will provide high-quality, interactive, asynchronous content, designed to be delivered flexibly around work and life commitments. We will create an engaging online creative community.</p> <p><b>We will partner with the National Institute of Circus Arts</b>, accrediting their VET and HE courses that deliver outstanding, global careers for the world's best circus artists. We will create value through collaboration, adding student placements, pathways and programs.</p> <p><b>We will better prepare students for study</b> with foundation courses that build capacity, capability and confidence. Our student support will be world-class, adapting to the needs of our diverse cohorts. We will partner with students to codesign an outstanding student experience.</p> <p><b>We will give Collarts students access to new curriculum opportunities</b>, including electives, shared units, double degrees, UG certificates, VET qualifications and professional accreditations that boost their artistry, entrepreneurship and employability and fill our classrooms. We will keep alumni and industry partners up to date with the latest skills and knowledge via short courses.</p>	

**We will be relentless in our pursuit of seamless, efficient ways of working**, leaving creativity for the classroom. Our operations roadmap and financial plan will focus on taking the effort out of administration and delivering improved, sustainable margins.

**We will launch new postgraduate courses** that deepen our mastery and provide elevated employment outcomes for graduates. Partnering with industry, we will produce tomorrow's leaders, able to positively contribute to their professions and secure brighter futures.

### Key Outcomes

Working closely with Academic Administration Manager and other members of the operations team and Academic teams, the Academic Administration Officer will deliver key outcomes for Collarts including:

- In-depth knowledge of Collarts program offerings and a strong knowledge of student information systems, curriculum management and timetabling systems, with the ability to advise and train others.
- Curriculum record accuracy and currency in systems (units, courses, rules), for both accredited and non-accredited offerings.
- Coordination of the Results and Progression committees, minutes and reports aligned with academic governance requirements.
- High levels of academic record data integrity across grading, completion, and conferral processes, assuring integrity in the issuing of awards.
- Accurate student progression records and study plans supporting students to remain on track to complete their courses.
- Coordination and creation of the timetables in conjunction with academics to support efficient and timely enrolment processes.
- Optimised timetabling and space utilisation that minimises clashes and supports teaching quality and student experience.
- Policies and procedures are understood and implemented for operational efficiency and regulatory requirements.
- Efficient, high-quality case management for student academic queries, variations, special consideration, and escalations.
- Academic complaints and appeals are effectively processed in accordance with policy in a timely manner.
- Effective support for the academic teams, reducing administration effort for the academic teams and improving student experience.
- Collaboration across work units with high levels of internal customer satisfaction through responsive, consistent service.
- Contribute to continuous improvement of processes that reduce friction and increases service.

### Key Accountabilities

Working closely with the Academic Administration Manager, student operations teams and academic teams, the Academic Administration Officer will be responsible for:

#### Curriculum & Academic Records

- Maintain course and unit information in student systems (e.g., course data, prerequisites, course rules, version to version credit mapping).
- Process curriculum changes (approvals, versioning, publication deadlines), and ensure data consistency across systems.
- Planning transitions of students for version and course changes.
- Support assessment administration, grade entry, results and moderation.
- Ensure adherence of curriculum data to regulatory reporting requirements (TCSI, AVETMISS).
- Provide cohort insights for curriculum setup (International students, regulatory reporting, system capabilities).
- Coordinate Results and Progression meetings.
- Apply course credit with relevant approvals and maintain course credit precedence database.

## **Timetabling & Scheduling**

- Determine class requirements working closely with academics teams and facilities.
- Creation of timetables and allocation of sessions for classes, events and academic activities.
- Optimise space, student experience and resource utilisation and resolve scheduling conflicts by working closely with the academic team.

## **Student Progression**

- Produce progression, course credit plans and study plans to support accurate student enrolments.
- Monitor student progression and assist with success plans and recommendations to support students at-risk of non-progression, working closely with the Student Success Advisors, Academics, Equitable Learning and Accessibility and other support services.

## **Case Management & Service Delivery**

- Respond to student and academic enquiries promptly and professionally.
- Support the processing of complaints and appeals in line with policy and within required timeframes.
- Support the processing of extension requests and special considerations in line with policy and within required timeframes.
- Contribute to review of policies and procedures.
- Ensure special consideration and extension cases are managed with timely referrals and follow-up to other support services in particular wellbeing, study skills and academic teams as needed.

## **Graduation & Conferal**

- Validate completion eligibility and coordinate award conferral processes.
- Maintain integrity in student and academic records and eligibility for awards.
- Support the operations team in preparation and delivery of the graduation ceremony.

## **Stakeholder Engagement**

- Key point of contact for Academic Leads, Student Success Advisors and Student Administration.
- Liaise with academics, compliance teams, and student support services.
- Contribute to policy reviews and operational enhancements.
- Identify and support the implementation of process improvements and automation opportunities.

## **At all times**

Maintain full compliance with all relevant legislation and regulations, including but not limited to:

- Education legislation such as HESA, ESOS and the requirements of CRICOS / National Code,
- Quality standards issued by education regulators ASQA and TEQSA,
- Consumer protection and human rights legislation including anti-discrimination protections,
- Workplace health and safety legislation and associated safety instructions.

## Selection competencies

### Essential competencies

- 2 years experience in an administrative role in a related professional area.
- Contemporary knowledge of Higher Education student and academic administration and the legislation and regulation that governs it.
- Ability to meet critical deadlines.
- Demonstrated commitment to quality administration and customer service.
- High level communication skills, with excellent written skills suitable for drafting processes, committee reporting,
- Ability to work with multiple stakeholders through outstanding relationship management.
- A positive attitude to challenges and the ability to drive change, demonstrating initiative, creativity and innovation in work processes, driven by a commitment to outstanding customer experiences.
- Demonstrated level of technical proficiency in administrative systems and platforms, including the use of large corporate databases and MSOffice software, and efficient work practices to stay organized and on top of busy workflows.

### Desirable competencies

- Experience working within student and/or academic administration functions in an education provider.
- Experience working with large volumes of highly regulated data and complying with complex statutory reporting requirements.

## Our Collarts Values

All employees are required to conduct themselves in accordance with the Code of Conduct and associated Human Resources policies and uphold Collarts core values of:

**CURIOSITY** Play, have fun, try new things, experiment, adapt and learn. Accept ambiguity and uncertainty. Embrace nuance and complexity. Ask questions and be open minded.

**KINDNESS** Get to know people, be gentle and respectful. Ask for help and help others. Be generous, humble and compassionate. Make kindness the currency of authentic relationships.

**CONNECTION** Share information freely, listen deeply and be honest. Invite people in. Build trust. Find collaborators who yearn for the same things. Have faith in the power of the team.

**COURAGE** Take risks. Be ambitious and determined. Find your voice: speak up and be vulnerable. Persevere. Practise progress over perfection. Make failure a step towards success.

**MASTERY** Immerse in the creative process. Find your thing: show grit in the face of struggle. Hone your craft and artistry. Challenge yourself in the relentless pursuit of excellence.